# ***Curriculum - Vitae***

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# **Mrs. GEETIKA CHAWLA**

2/265, FIRST FLOOR, BACKSIDE

# SUBHASH NAGAR

NEW DELHI - 110027

 91-11-9818754521

 91-11-8178793029

**Email Address : chageetika@gmail.com**

**OBJECTIVE**

To work in the environment where there are ample opportunity to learn and grow. To obtain a position of responsibility in a professional competitive environment where I can apply my knowledge towards both organizational and individual growth, and simultaneously enhance my practical skills.

## **EDUCATIONAL QUALIFICATION**

**.** Graduate from Delhi Institute Of Management Studies (DIMS).

## **.** Passed class XII from C.B.S.E board in 2006-07.

## **.** Passed class X from C.B.S.E board in 2004-05.

**PERSONAL INFORMATION**

**SEX :** FEMALE

**DATE OF BIRTH :** 19-09-1989

**FATHER’S NAME :**  Mr. Arvind Kumar Chawla

**LANGUAGE KNOWN :** HINDI, ENGLISH, PUNJABI

**OTHER INFORMATION**

**PASSPORT :** YES

**HOBBIES :** Cooking ,Shopping & Travelling,

**WORK EXPERIENCE**

**Worked with Cheap Fare World Pvt. Ltd.**

**Designation : Sr. Travel Consultant (Jun’22-OCT’23)**

**Work Profile :**

* Help clients identify their ideal Flight Bookings based on their suggestions and requirements.
* Working on Amadeus in International voice process For Airline Reservations and Sales.
* Regularly maintain a good relationship with our customers.
* Providing end-to-end service while booking the Flight tickets
* Provide all relevant and essential information to the client regarding their travel itinerary.
* Negotiate any customizations or modifications requested and accommodate to the best level possible.
* Help clients in resolving any problem that arises regarding the trip for the customer.

**Worked with INDIGO Airlines from JUN’15–MAY21.**

**Designation: Sr. EXECUTIVE Pilots Training (Corporate Office AUG17-MAY21)**

**Work Profile**:

* Taking inductions and joining of pilots.
* Checking pilots documentation and preparing their training folder.
* Sending their reports to DGCA Authority.
* Fetching daily reports from AIMS and follow up with pilots for their IRPPC documents and updating their training folder.

**Designation: Executive (Airport Jun15-Aug17)**

**WorkProfile**:

• Supervising whole shift and floors and facilitating passengers on boarding and arrival.

• Heading the Baggage Service Unit at the Airport.

• Handling passengers and providing assistance in case of cancelled flights or in the case of misconnections.

• Working under immense pressure and to come up with the right decision.

• Doing check-in, preflight and post flight assignments.

• Work towards smooth and timely passage of Flight.

• Tending to passengers queries and problems.

**Worked with AIR INDIA SATS Airport Services Pvt. Ltd. for Etihad Airways MAR’14- Till date.**

**Designation : SR.CSA (ADMIN/ Missshandled Baggage Tracing)**

**Worked with CELEBI GROUND HANDLING Pvt. Ltd for AIR FRANCE / KLM AUG’12-MAR’14.**

**Designation: PSE (Arrival/Misshandled Baggage Tracing Coordinator)**

**Worked with AISATS Pvt. Ltd. DEC’10-JUL’12**

**Designation : CSA (Customer Service Agent)**

**Worked with Magus Customer Dialogue for HOMESHOP 18 SEP09-NOV10**

**Designation : Tele Sales Executive**

###### JOB PROFILE & SKILLS

* Pre/ Post Flight work like, preparing of flight / crew clearance documents, allocation of duties for other staff, liasioning with different agencies.
* Handled check Ins, Documents Checks, Visa Checks, Tagging Baggae.
* Checking travel documents (Passport / Visa) of the passangers and issuing boarding passes.
* Providing assistance to unaccompained minor, young passangers and other special handling cases.
* Issuing of Ticket, EBT, MCO, FIM and other flight related documents.
* Handling lost / mishandled baggage cases.
* Good knowledge of world tracer management and computer.
* Handling passengers and providing assistance in case of cancelled flights or in the case of misconnections.
* Taking clearance of Custom and Immigration for crew, passenger and transit follow-up.
* Direct Client Dealing, supervising calls and Maintaining statistic (Updating AHL, DPR).
* Training the new joiners.
* Tracing bags on World Tracers.
* Handling Passengers and general correspondence.
* Involved in cost cutting and providing ideas to improvise services.

###### STRENGTH

* Highly ambitious and leadership qualities.
* Full dedication and involvement towards work.
* Positive attitude and Self Confidence.
* Punctual & sincere.
* Ability to Work in Team
* Having strong learning desire.

###### DECLARATION

I assure you here that all the above information is true to the best of my knowledge.

**Place: DELHI**

**Date:\_\_/\_\_/2024 GEETIKA CHAWLA**